



STUDENT GRIEVANCE/COMPLAINTS PROCEDURE

(Attachment to management system procedure GSP 11.1 Client focus and Satisfaction)

ECA will address each student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

Scope

This procedure will cover all complaints and appeals submitted by students undertaking training for nationally recognized training qualifications on ECA scope of registration. All disputes will be handled professionally in order to achieve a satisfactory resolution. Students undertaking Victoria university courses will also have access to the Victoria University course coordinator and Victoria University International and will follow the standard Victoria University Grievance procedure.

Student Privacy

ECA acknowledges and respects the privacy of students. It is required under the Privacy Act 1988 (Commonwealth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

Step 1. Informal Resolution

It is in the student's best interests for a dispute to be resolved amicably and at an early stage. A difficulty should initially be discussed with the staff member concerned and a satisfactory outcome might be achieved through discussion. If the issue is not resolved within 5 working days then the student should proceed to Step 2.

Step 2. Informal Resolution

1 The student should lodge a written complaint with the Training Manager of ECA
2 She/He will:

- review documentation
- review informal resolution process to date
- notify student of recommendation in writing

A satisfactory outcome might be achieved through conciliation.

3 If complaint is not resolved within 5 working days student should proceed to Step 3.

Step 3. Informal Resolution - External 'Round Table Conference'

ECA can organise a 'Round Table Conference' between the student and ECA at [Australian Council of Private Education and Training's](#) (ACPET) office. (Suite

12, Level 14, 329 Pitt Street Sydney. Ph. 9264 4490). ECA is a member of ACPET. The college will contact ACPET within 24 hours of receiving the request from the student to arrange a 'Round Table Conference'. ACPET will organise the 'Round Table Conference' within 10 working days. Options will be discussed and the desirable result is resolution of the complaint through conciliation. The outcome of Step 3 - the 'Round Table Conference' will be agreed to at the completion of the 'Round Table Conference'.

1. ACPET's role is not to decide on the outcome but to facilitate the meeting to ensure both parties are able to present their views.
2. The student receives written notification of the outcome.
3. If the complaint remains unresolved then the student can proceed to Step 5.

Step 4. Formal Resolution - External Professional Mediator appointed

1. Formal Dispute Resolution may be requested after all appropriate forms of informal resolution have been sought. ECA can request ACPET to organize an accredited independent professional Mediator (qualified barrister). The Mediator will be organised within 14 working days and the outcome of this mediation will be known at the end of the mediation session.
2. All costs associated with mediation are to be born by ECA.
3. The Mediation can be held at ACPET's office. ACPET's role in the mediation is limited to organizing the Mediator and a room for the mediation.
4. ACPET will not take part in the formal Mediation.
5. Both parties will commit to resolving the complaint.
6. The Mediator will document all outcomes of mediation.
7. At completion of the Mediation, both parties must sign an Agreement agreeing to the outcomes.
8. Both parties will receive written notification of the agreement
9. ECA agrees to act upon any complaint found to be substantiated and to immediately implement any decision or action required. As described in point Student will receive written notice of the outcome.
10. ECA agrees to maintain the student's enrolment while the complaints and appeals process is ongoing.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

STUDENT COMPLAINTS AND APPEALS PROCEDURE

Step 1: Informal Resolution-Talk to the person involved to resolve issue

Step 3: Informal Resolution - External 'Round Table Conference' (ACPET to facilitate)

Step 2: Appeal process—lodge written appeal to RTO Manager

Step 4: Formal Resolution - External Professional Mediator appointed (ACPET to organize Independent Mediator and venue, ECA to carry cost)